

# Southend-on-Sea City Council

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## Market Engagement Opportunity

### Care and Support at Home

Southend-on-Sea City Council  
Civic Centre  
Victoria Avenue  
Southend-on-Sea  
Essex  
SS2 6ER

December 2022

## Introduction

Southend-on-Sea City Council (the Council) is seeking to engage with the market to gain an understanding of the capacity and appetite to work with us on the Care and Support at Home Service(s) within Southend-on-Sea.

The Council would like to work in partnership with the Home Care market to improve the service offer for our residents. We are carrying out resident and market engagement to help our understanding of current concerns. Our suggested engagement dates are below. We are likely to add in more topic specific sessions based on your feedback.

## Background

The Council want to improve the lives of people living in Southend that we support. The Council wishes to commission a service(s) that helps to improve the wellbeing and quality of life of our residents. We will use feedback from our engagement to shape the Care and Support at Home service, (also known as Home Care or Domiciliary Care).

We would like a flexible and responsive service to encourage independence. The Council would like to engage with Home Care providers capable of delivering high quality Care and Support at Home services for individuals throughout the city.

Our aim is to move to an outcome focussed service, giving our residents more flexibility. We want to work with you to create a new specification that is flexible and can be responsive to the changing needs of people. We understand that to maximise independence, some of our current processes will need to change. This will take time, and we would like to do that through ongoing consultation with you.

The current contract commenced on the 1st of April 2017 and ends on the 31st of March 2024. There is scope in the contract to extend the current contract further, to allow us time to undertake extensive engagement. The Council want to understand your current challenges, to help make the future service the right service.

This is not a call for competition. As such any future procurement process will be compliant with the Public Contract Regulations (2015 (updated 2016)). This includes but is not limited to advertising and fair treatment of economic operators regardless of their involvement in this Market Engagement.

The issuing of this document and the carrying out of this Market Engagement does not commit the Council to commencing any related procurement process or to a single means of procurement. In case of an unsatisfactory level of competition in the market able to fulfil the Council's requirements, the Council reserves the right to take appropriate action necessary in line with the PCR 15 to ensure continuity of service provision.

## Market Engagement Expressions of Interest

Please view and complete a short questionnaire (Appendix 1) to help inform our understanding of the market and to confirm if this opportunity (if procured in the future) would be of interest to your organisation.

Please indicate whether you are interested in attending any or all of the workshops (Appendix 2).

The written confirmation of your company's interest in taking part in this process and its response to the Market Engagement Question should be returned to the Council via an email to Jeanette Toy, Lead Commissioner, [jeanettetoy@southend.gov.uk](mailto:jeanettetoy@southend.gov.uk) and [strategiccommissioning@southend.gov.uk](mailto:strategiccommissioning@southend.gov.uk)

Your company's response to confirm interest (if this opportunity is procured in the future) must be received by the Council before:

**14:00 Friday 30<sup>th</sup> December 2022.**

# Appendix 1 – Early Market Engagement Questions

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The responses provided in relation to these Questions are to be used solely for the purpose of market engagement consultation.

## General Information

Organisation Name:

Your Name and position in organisation:

Background information of your organisation:

Organisation e-mail contact address:

Registered address:

Office address in Southend (if different to above):

Your telephone number:

## Contract Specific Questions

- Do you currently deliver Care and Support at Home (Home Care/ Domiciliary Care) in Southend?
- How many service users do you support (both Council and Private)?
- Do you current provide a service funded by Southend City Council?
- If no, is there a reason why you do not work with us?

- Do you have clients that have Direct Payments. If so, what is your experience?
- Is your service CQC registered, if so, what does your registration cover?
- Please provide details of potential services that you could deliver in relation to Care and Support at Home.
- Do you use an electronic call monitoring system? **If yes**, which system? **If no**, how do you monitor the duration of each visit?
- Do you, or would you, use any assistive technology (such as intercoms, flashing devices connected to the doorbell, sensors, memory aids and alarms)? If so, what might that do you use? Are there any limitations?
- Do you have any staff that have undertaken the Trusted Assessor Training? This is training to enable Home Care staff to request community equipment. If no, would you be interested in this training?
- Please detail any issues concerns you might have on delivering Home Care services in Southend.
- If you were Southend City Council and needed to improve quality, whilst saving money, what three things would you suggest?
  - 1.
  - 2.
  - 3.
- What support, if any, would you require from The Council?
- From an initial assessment, if this became a formal procurement opportunity, would your organisation be interested in applying?
- Would you be interested in discussing Home Care with Southend City Council?
- Do you have a meeting room available for us to hold one of our workshops?

## Appendix 2 – Topic Specific Workshops

It is important for us to understand the current challenges that you are facing. As a result, we have spoken with providers who have guided us in creating the topics for our focussed workshops. We would like to invite you to join us in exploring what the issues are, and what factors we need to consider in our planning for a retender of Home Care. We have been advised that a mixture of face to face and virtual meetings will enable us to meet provider preference. Please provide us with a contact email address if you are interested in attending any of these sessions.

Contact email/s for workshop details:

### Workshop 1: Finance, Monitoring and Transparency

Discussion about ensuring best value for public money, understanding provider costs e.g. open book accounts, on-costs, overheads, as well as methods of payment and monitoring.

Date: Monday 9<sup>th</sup> January 2023 at 2pm-3.30pm

Attend in person? (Yes/No):

Venue within Southend to be confirmed

### Workshop 2: Innovation in Home Care

Exploring new technologies or alternative approaches to improve current aspects of delivery, e.g., assistive technology or software, and opportunities for 'test and learn'.

Dates: Thurs 16<sup>th</sup> February 2023 (10am-12pm)

Attend in [virtually](#)? (Yes/No):

### Workshop 3: Service Delivery Model

Different models of delivery: what kind of care is delivered; welfare visits for example shopping. Where are we now and where do we want to be?

Dates: Tuesday 7<sup>th</sup> March 2023 (10am-12pm)

Attend in person? (Yes/No):

Venue within Southend to be confirmed

### Virtual Workshop 4: Time and Task Vs. Outcomes

Measuring outcomes; KPI's/Targets; Electronic Call Monitoring, Developmental Specification

Date: Weds. 12<sup>th</sup> April 2023 (2pm-4pm)

Attend [virtually](#)? (Yes/No):

### Open Sessions: Opportunity to feedback on all topics

These are drop-in sessions for providers to hear feedback from the above workshops and share their own thoughts or ideas on each topic. Can be attended in person or virtually:

Dates: Tues. 9<sup>th</sup> May 2023 (10am-12pm)

Attend in person? (Yes/No):

Venue within Southend to be confirmed

Date: Thurs. 18<sup>th</sup> May 2023 (10am-12pm)

Attend [virtually](#)? (Yes/No)

### Final Workshop: Summarising and Reflecting on Feedback

At this workshop we will discuss themes that have arisen in all previous sessions, aiming to check our understanding of those views and how that will be reflected in future design.

Date: Weds. 14<sup>th</sup> June 2023 at 2pm-4pm

Attend [virtually](#)? (Yes/No):